

## SC DMH Client Advocacy Report April 2010

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	12	58
Harris	20	49
Morris Village	4	13
Hall	4	15
Tucker		7
Forensics (GEO & Bldg. 1)	13	45
Mental Health Centers	34	107
<b>Total</b>	<b>87</b>	<b>294</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	66	304
Information, Referral & Other Assistance <sup>1</sup>	16	73

### AT A GLANCE

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	22	1	17	15	40
2) Admission & Discharge	41	8	3	15	52
3) Information & Advocacy	4	4		6	8
4) Physical Environment	6	5		5	11
5) Inpatient Rights	45	19	3	22	67
6) Personal Property & Money	14	6	10	7	30
7) Confidentiality & Consent	8	4	10	6	22
8) Treatment	27	4	80	40	111
9) Other Rights Issues	2	2	8	5	12
<b>Total<sup>5</sup></b>	<b>169</b>	<b>53</b>	<b>131</b>	<b>121</b>	<b>353</b>

<sup>1</sup> Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

<sup>2</sup> Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: Just Care & Crafts Farrow Campus.

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	5	1		2	6
b. Excessive Restraint, Seclusion & PRNs	2				2
c. Sexual Abuse	1			1	1
d. Verbal Abuse or Violations of Dignity	12		17	11	29
e. Neglect	2			1	2
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	21	7		8	28
b. Community Placement (where)	11		3	4	14
c. Periodic Court Review	3			1	3
d. Questions, Education & Other	6	1		2	7
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	4	1		3	5
b. Access to Legal Resources		2		2	2
c. Questions, Education & Other		1		1	1
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	3	2		1	5
b. Linens, Clothes & Toiletries	1	2		3	3
c. Disrepair of Physical Plant		1			1
d. Cleanliness of Facilities	2			1	2
<b>5) Inpatient Rights</b>					
a. Privacy	3			1	3
b. Safety	3	3	1	2	7
c. Freedom, Privileges & Fairness	25	9		10	34
d. Communication	5	4		4	9
e. Health Care	9	3	2	5	14
<b>6) Personal Property &amp; Money</b>					
a. Property	9	1	1	3	11
b. Money, Entitlements, Rep. Payee	3	3	1	2	7
c. Billing Issues	1		4		5
d. Other Non-DMH Issues	1	2	4	2	7
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	6	3	2	4	11
b. Breach of Confidentiality	1	1	8	2	10
c. Issues of Consent, Confidentiality, etc.	1				1
<b>8) Treatment</b>					
a. Eligibility for Services			20	6	20
b. Accessibility to Staff & Treatment	2	1	25	9	28
c. Individualized, Client-Driven	22	3	35	23	60
d. Right to Refuse Treatment	3			2	3
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			5	2	5
f. Legal assistance for Non-DMH issues	2	2	3	3	7

